

Figure 1

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 Apparatus and Methods
 for Maximizing Service-
 Level-Agreement Profits
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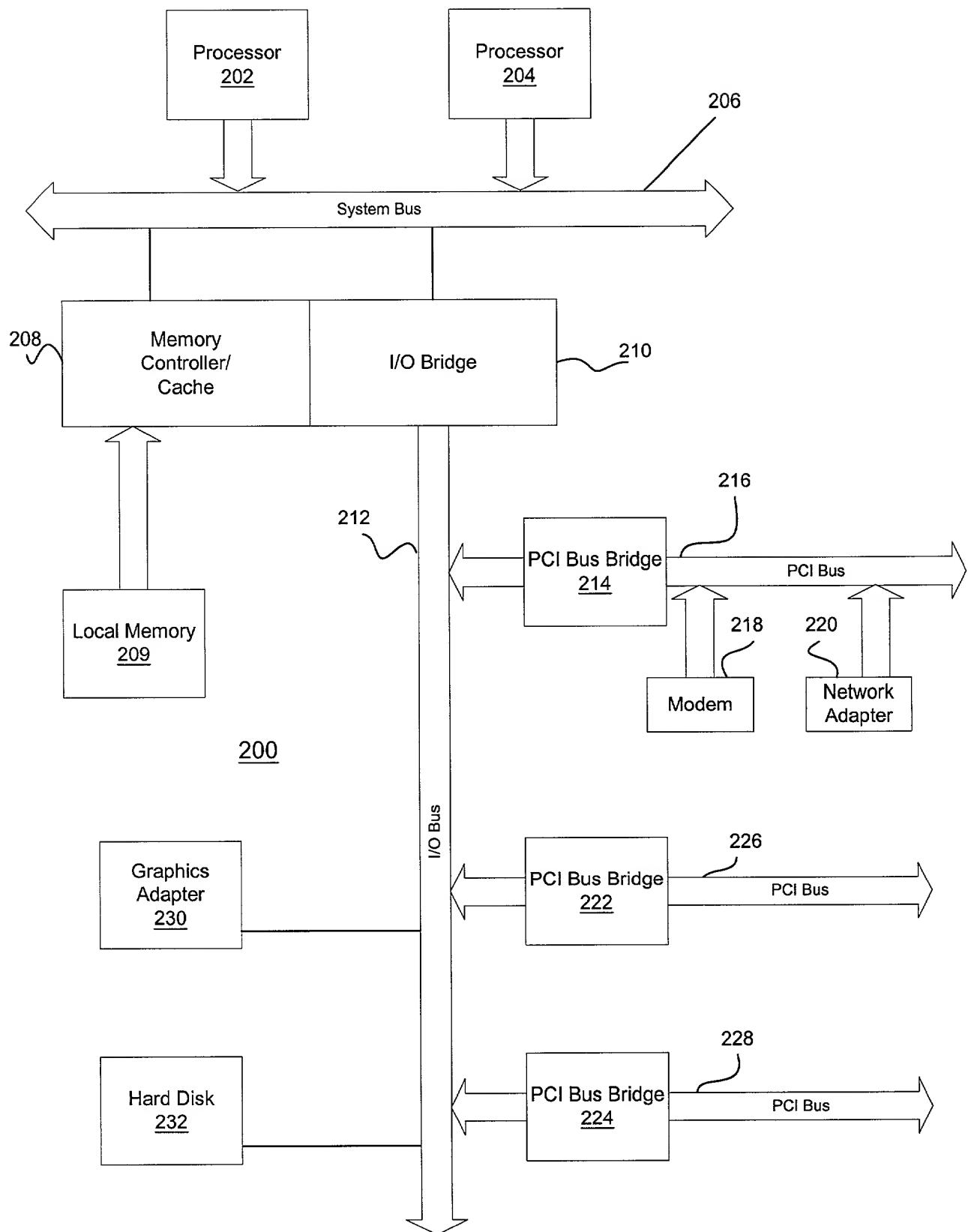


Figure 2

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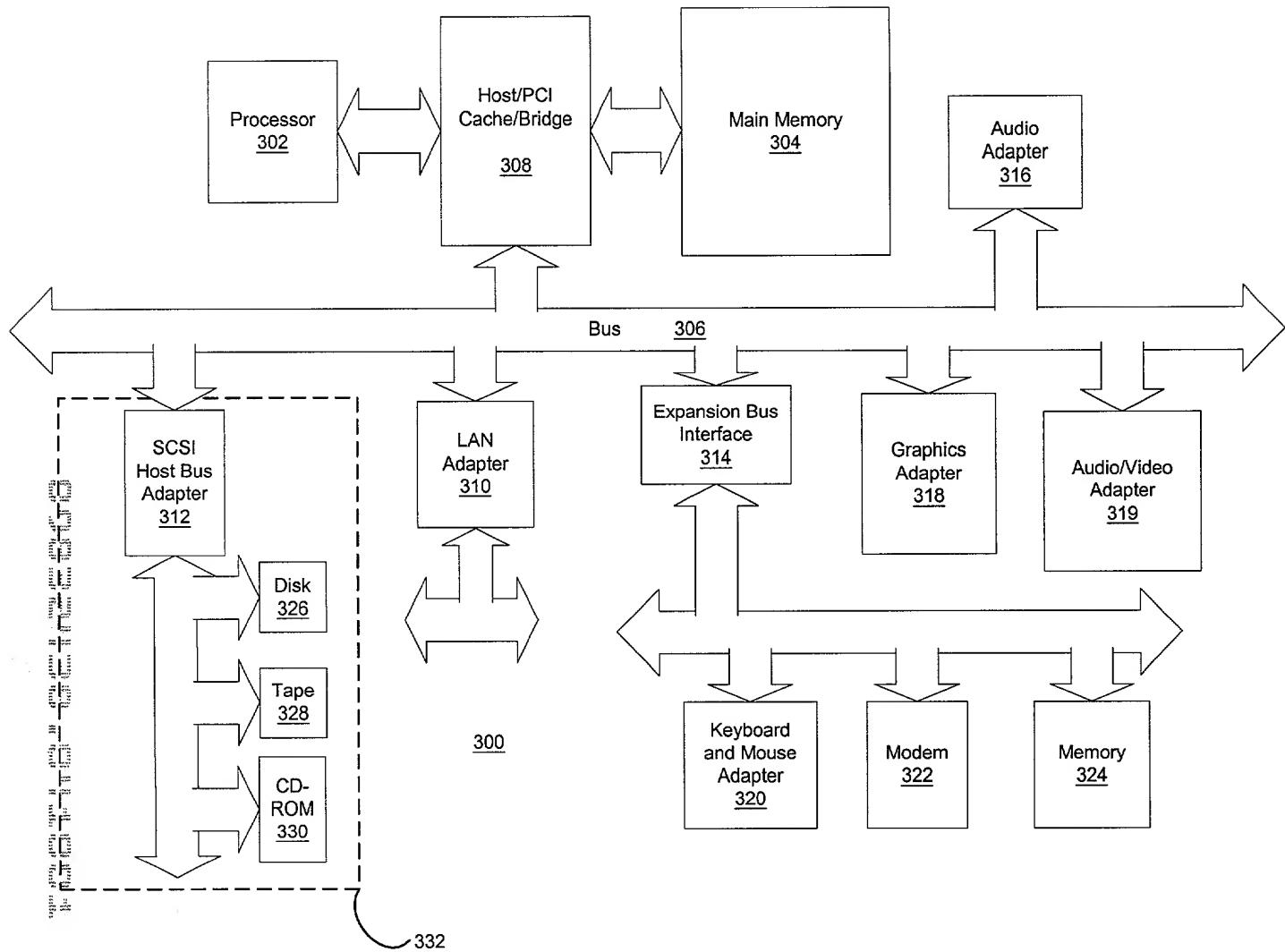


Figure 3

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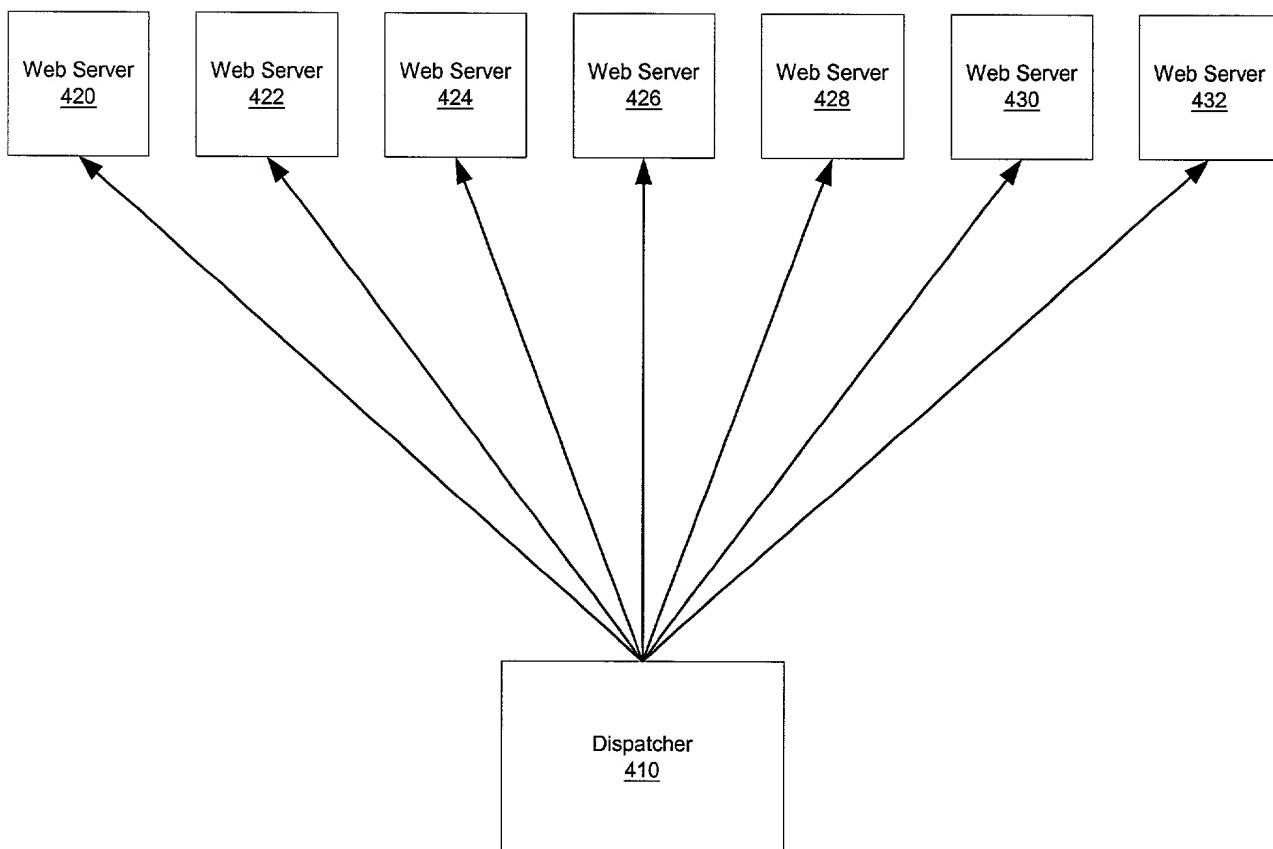


Figure 4

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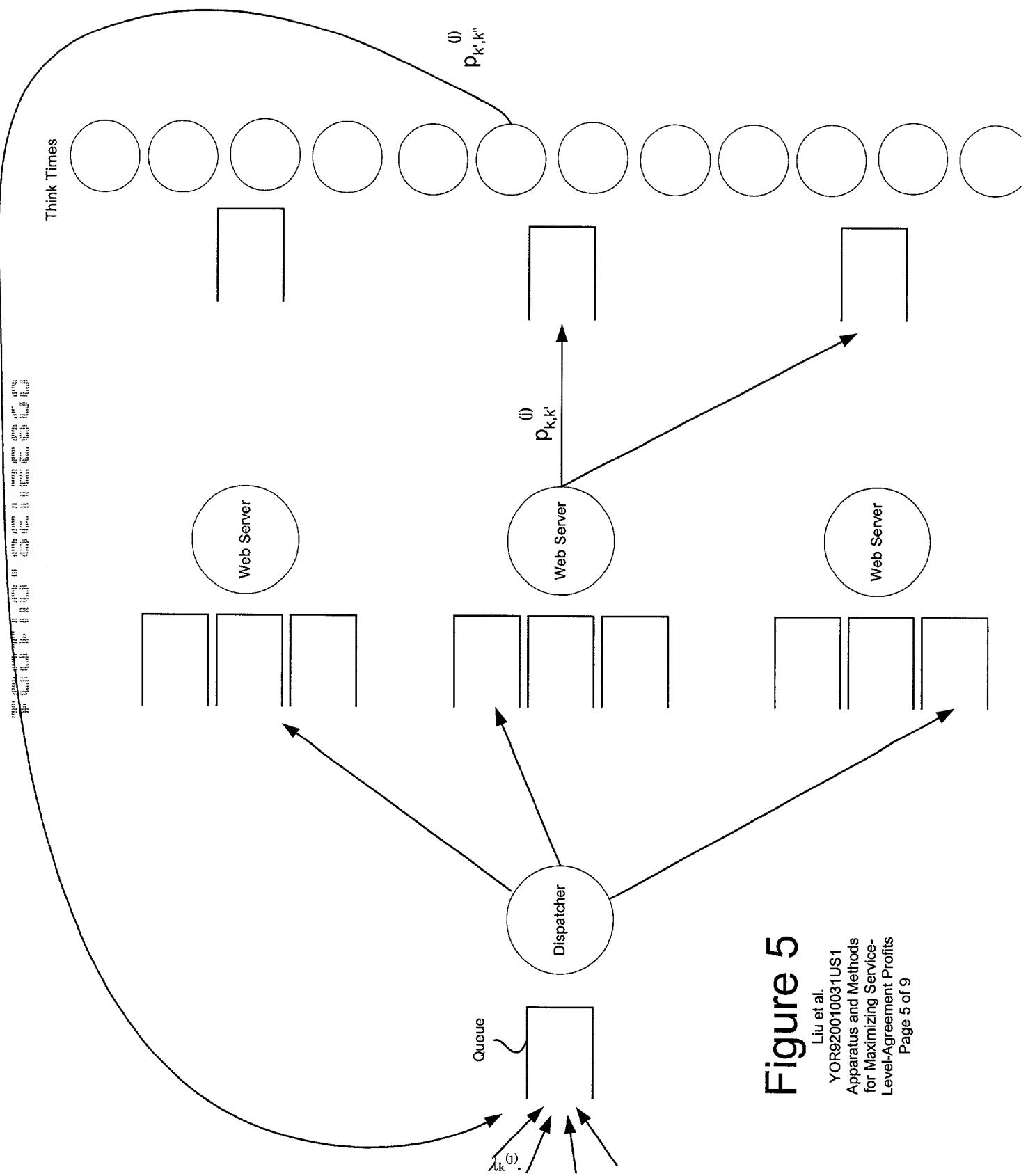


Figure 5

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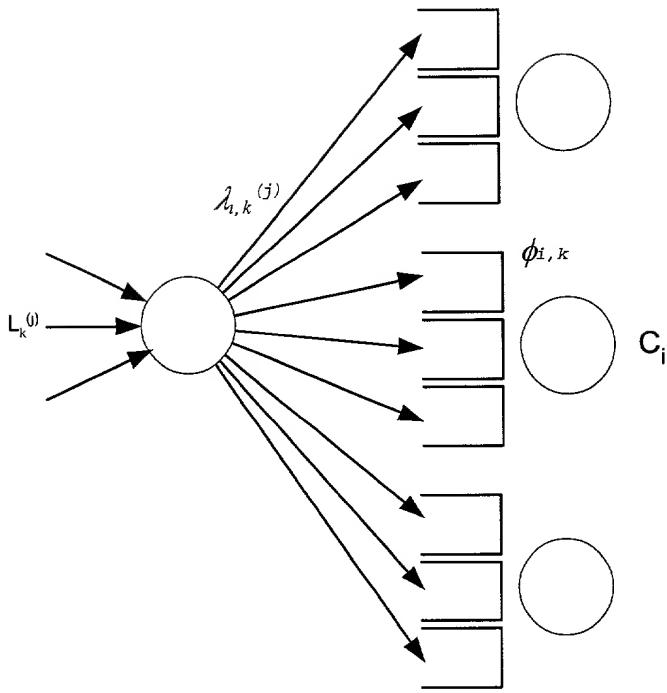


Figure 6A

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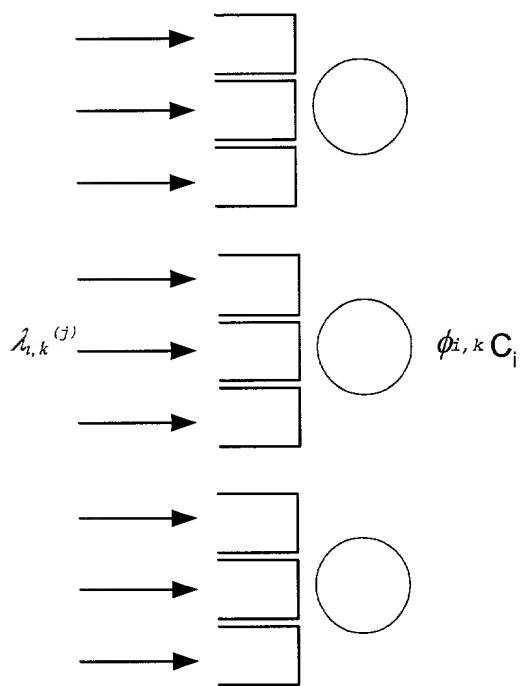


Figure 6B

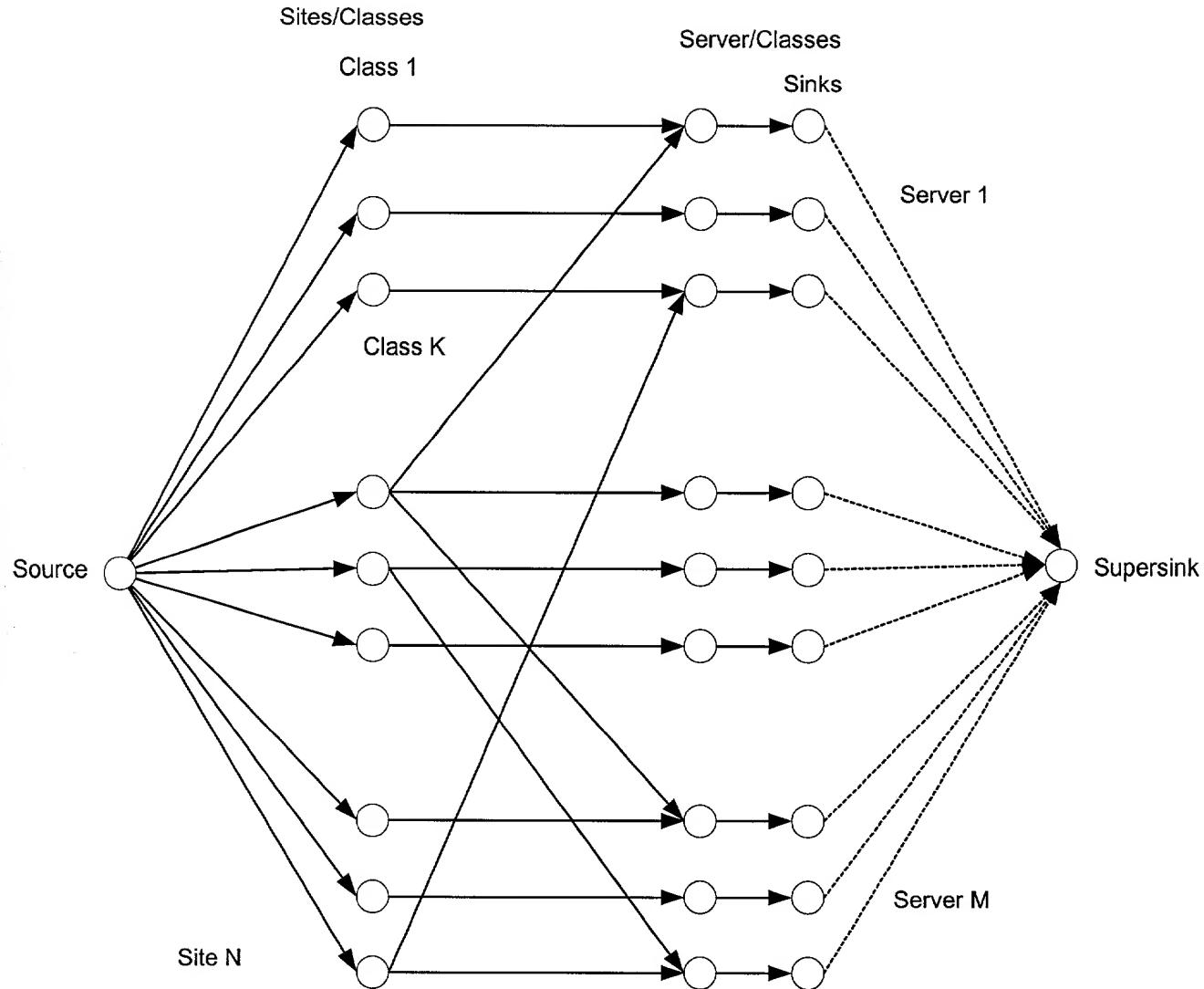
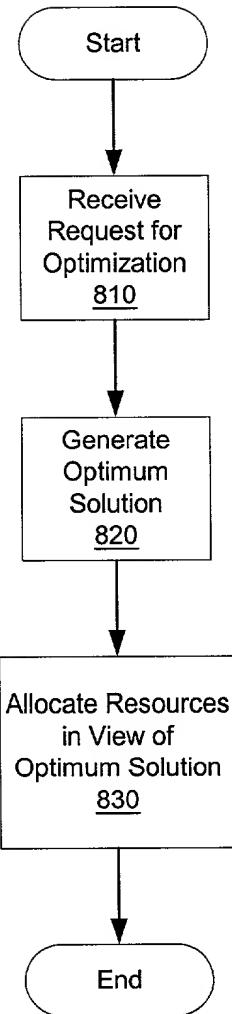


Figure 7

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Figure 8

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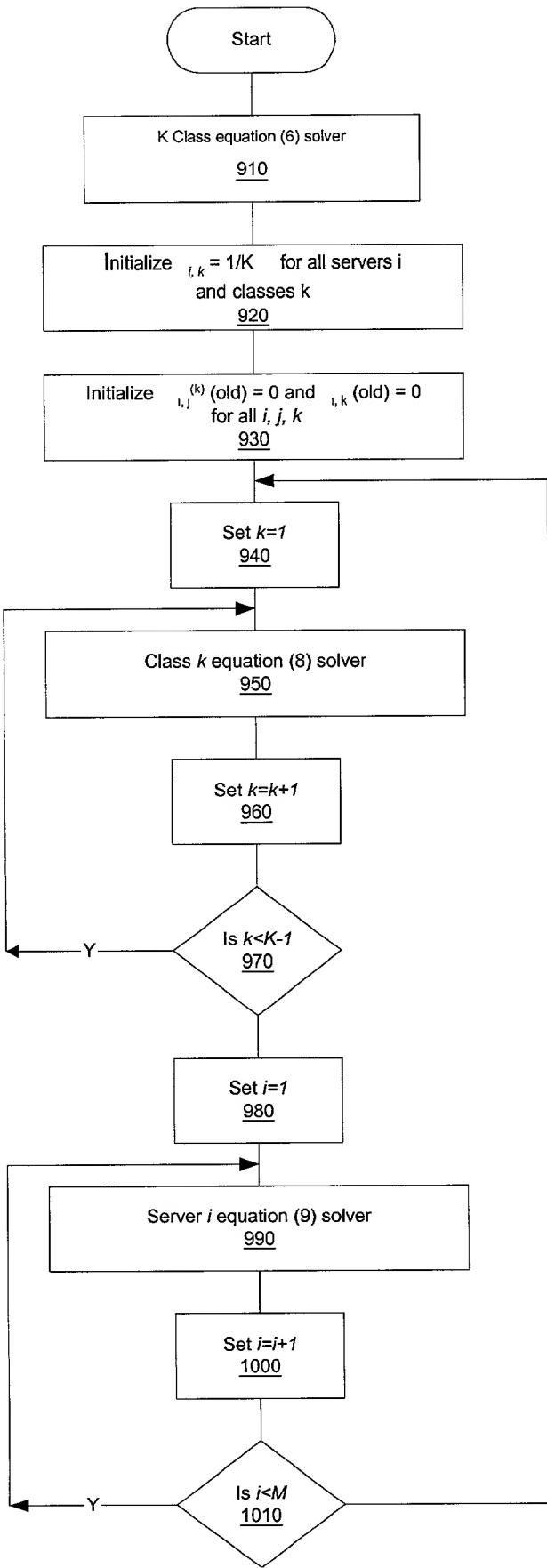


Figure 9

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